Utah Medicaid Fee for Service Network Providers:

Do you allow retroactive enrollment during the freeze period?
Yes.

How do I request retroactive enrollment for a start date during the freeze period?
Please upload a retroactive enrollment request, which includes a detailed justification statement, provider name, NPI, and group affiliation along with your application or modification. This request may also be submitted via email at providerenroll@utah.gov. The Provider Enrollment Team will approve those requests back to May 14, 2020.

How do I request retroactive enrollment for a start date outside of the freeze period?
You can submit a request via email to providerenroll@utah.gov that includes the provider name, NPI, and group affiliation as well as a detailed justification of the retroactive enrollment request. Each request will be reviewed by management.

Should I hold off on submitting my claims?
Yes, you will need to hold off on submitting claims until your provider enrollment application is approved. Once you have an approved provider application and have received a welcome letter, you may begin submitting claims.

Will the freeze impact my ability to file claims timely?
Providers have 365 days from the date of service to submit claims. The system will be frozen for 45 days which should not impact a provider's ability to submit claims timely.

Managed Care Network Providers (may also accept Utah Medicaid Fee for Service members):

How do I request retroactive enrollment with Utah Medicaid?
If the request is submitted by the Provider:
- For a start date within the provider enrollment freeze:
  - Upload a retroactive enrollment request, which includes a detailed justification statement, provider name, NPI, and group affiliation when you submit your application or

modification with Utah Medicaid (in PRISM). This request may also be submitted via email at providerenroll@utah.gov.
- For a start date outside of the provider enrollment freeze:
  - Submit a request via email to providerenroll@utah.gov that includes the provider name, NPI, and group affiliation as well as a detailed justification for the request.

If the request is submitted by the Managed Care Plan (MCP) within 120 days of the contract start date:
- The MCP can submit a Managed Care Retroactive Enrollment Request form to the Bureau of Managed Health Care for review and approval. Once approved, provider enrollment staff will update your enrollment with Utah Medicaid accordingly.

If the request is submitted by the MCP beyond 120 days from the contract start date:
- The MCP can submit a Managed Care Retroactive Enrollment Request form to the Bureau of Managed Health Care. Each request will be reviewed and a decision on if and when the enrollment start date can be back-dated will be determined by management.

Note: Per 42 CFR 438.602(b), Managed Care Plans are allowed to execute network provider agreements for up to 120 days pending enrollment with Utah Medicaid. The decision on whether or not the MCP contracts with providers prior to enrollment with Utah Medicaid, per the regulation, is determined by the MCP. Please contact your MCP(s) if you have questions related to enrollment.   You can find MCP contact information at https://medicaid.utah.gov/managed-care/.

Can Utah Medicaid accommodate emergency enrollment of providers due to COVID 19?
If you have an emergency request please contact the Provider Enrollment Team at providerenroll@utah.gov. Please put COVID-19 as the subject line. Your request should include provider name, NPI, a detailed statement regarding the emergency request, and call back information. You will be contacted by a Provider Enrollment Team member with additional instructions.

In preparation for the June 29, 2020 update to the Provider Enrollment component of PRISM, the system will be unavailable between May 14 and June 28, 2020. Medicaid is unable to accept any new provider enrollment applications or modifications during this period. We will, however, accept enrollments or modifications related to the COVID-19 pandemic. Email debiwalker@utah.gov or sdmoore@utah.gov for instructions during the dates above.